

## LA MESA-SPRING VALLEY SCHOOLS

### CLASS TITLE: COMPUTER REPAIR TECHNICIAN

#### **BASIC FUNCTION:**

Under the direction of assigned supervisor, performs inspection, setup, installation, maintenance, modifications and repairs to computer systems, peripherals and associated networks; performs testing and troubleshooting procedures; assesses malfunctions of computer hardware and peripheral devices; provides technical support to end users of computer related equipment and software applications.

#### **REPRESENTATIVE DUTIES:**

##### **ESSENTIAL DUTIES:**

Consults with vendors, service providers and technical support regarding purchase of parts, status of repairs and software and hardware related questions.

Drives a vehicle to various sites to conduct work; maintains database of service calls; responds to regular and emergency service calls.

Installs, configures, maintains, upgrades and repairs computer equipment, software applications and related peripherals; reviews and prioritizes work orders; performs preventive maintenance to assure equipment is in proper operating condition; sets up and tests installation for proper operation.

Maintains, configure and troubleshoot voicemail configuration such as personal options, greetings, feature buttons configuration and security codes and related District telephone equipment.

Maintains current knowledge of computer repair technology.

Maintains manual and electronic documents, files and records; prepares a variety of written materials including work order reports, inventory logs and lists.

Operates a variety of hand and power tools; performs equipment tests using specialized equipment.

Provides basic instruction to support District personnel in the operation and setup of assigned equipment.

Provides recommendations on replacement and additions related to computer software and hardware systems.

Provides technical support to Network Specialists in assisting with installations, troubleshooting and repairing network issues, computers, printers and other peripherals problems.

Transports a variety of items including computer equipment, supplies, telecommunications equipment; provides materials at job site or to bring equipment in for repairs.

Troubleshoots and resolves software and hardware related problems including onsite, remote and telephone technical assistance; assesses malfunctions of computer hardware and peripheral devices; provides resolution to identified issues to maintaining productivity of end user computer workstations.

##### **OTHER DUTIES:**

Attends and participates in meetings, in-service trainings, workshops and conferences.

Performs related duties as assigned.

#### **KNOWLEDGE AND ABILITIES:**

##### **KNOWLEDGE OF:**

Computer hardware systems, software applications and languages utilized.

Materials, methods and tools used in the operation and repair of computer and network systems.

Record-keeping techniques.

Technical aspects of field of specialty.

Oral and written communication skills.

Troubleshooting methods.

Use of tools and test equipment.

Inventory methods and practices.

Proper methods of storing equipment, materials and supplies.

Basic mathematical calculations.

**ABILITY TO:**

Perform skilled work in the repair, maintenance and installation of a variety of computerized equipment and peripherals.  
Provide technical assistance to computer systems users.  
Troubleshoot and repair basic system malfunctions and maintain system operation.  
Research, analyze and recommend new system software and hardware.  
Make routine equipment adjustments and perform routine maintenance.  
Establish and maintain cooperative and effective working relationships with others.  
Communicate effectively both orally and in writing.  
Prioritize and schedule work.  
Maintain records and prepare reports.  
Work cooperatively with others.  
Plan and organize work.  
Add, subtract, multiply and divide quickly and accurately.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school or equivalent GED and one year experience in the field of computer servicing and repair.

**LICENSES AND OTHER REQUIREMENTS:**

Successful passage of the District's Job Related Proficiency Test.  
Valid California Class C Driver's License and Evidence of Insurability.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Indoor environment.

**PHYSICAL DEMANDS:**

Dexterity of hands and fingers to operate hand tools, computer keyboards and other assigned equipment.  
Reaching overhead, above the shoulders and horizontally.  
Climbing ladders and working from heights.  
Sitting or standing for extended periods of time.  
Lifting and carrying moderately heavy equipment.  
Bending at the waist, kneeling or crouching.  
Seeing to perform computer repair duties.

**HAZARDS:**

Working at heights.  
Working in a cramped or restrictive work chamber.  
Traffic hazards.

**FLSA Status**

Non Exempt

**Approval Date**

3/01/08, 9/28/17

**Salary Range**

Classified 50